SIEMENS

syngo MammoReport

SP

System Manual

Troubleshooting Guide

System troubleshooting

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Purpose of document

The purpose of *syngo* MammoReport Troubleshooting Guide is to provide instructions on how to troubleshoot and service the *syngo* MammoReport product.

Target group

This manual is intended for customer support engineers.

Training of customer support engineers

The instructions in this guide involves procedures like network and printer settings, DICOM configuration and monitor calibration.

Due to the technology used in this equipment, service and maintenance is only allowed to be performed by a customer support engineer with proper training in these fields.

Required documents

- Field Service Strategy SPB7-250.890.30...
- Installation and Start-up Instructions SPB7-250.814.30...
- Operator Manual SPB7-420.620.20...
- Quality Control Manual SPB7-420.621.20...
- Wiring Diagram SPB7-250.844.30...
- Planning Guide SPB7-250.891.30...
- Calibration of Monitors for R610 SPB7-250-820.30...
- Calibration of Monitors for R630 SPB7-250-820.31...

Required tools, measurements and auxiliary devices

Before any measurement or test equipment is used, it must first be subjected to a visual check. Damaged measurement or test equipment which can influence the accuracy of the test result may not be used.

NOTE	**All tools, measurement and auxiliary devices marked " * ", are listed along with their specifications in the STC (Service Tools Catalogue).**

Standard service equipment*

- Monitor calibration tools, including:
  - SMFit ACT (only for Siemens TFT or CRT), with Spotmeter
  - Quick Reference Guide
  - Instruction Manual
- Serial interface cable (0-modem cable #99 00 440)
  (only for Siemens CRT)

Safety information and protective measures

The product specific safety information contained in this document, as well as the general safety information must be observed, see document Safety Information TD00-000.860.01...

Writing conventions

Text emphasis

⚠WARNING	**WARNING indicates a risk of danger that may lead to death or to serious physical injury.**
⚠CAUTION	**CAUTION used with the safety alert symbol indicates a risk of danger that leads to slight or moderate physical injury and/or damage to property.**
NOTICE	**NOTICE used without the safety alert symbol indicates a risk of danger that if disregarded leads or may lead to a potential situation which may result in an undesirable result or state other than death, physical injury or damage to property.**
NOTE	**NOTE contains information provided with special emphasis to facilitate proper use of the equipment or proper execution of a procedure, i.e. hints, tips.**

Acronyms and abbreviations

AE Title (AET)	DICOM Application Entity Title. Must be unique in a DICOM network.
AWS	Acquisition Workstation.
Conformance	Each manufacturer of a DICOM device has to provide such a statement which gives an overview of the products DICOM capability.
CSE	Customer Support Engineer
DICOM	Digital Imaging and Communication in Medicine.
DHCP	Dynamic Host Configuration Protocol. Reduces the complexity of configuring computers for TCP/IP networks. The following TCP/IP configuration can be dynamically assigned by a DHCP server: IP Address, Subnet masks, gateway and additional parameters like domain name.
Dmax	The darkest area of an image that a device can reproduce and still have detail. A Dmax value of 4.0 would be considered perfect.
Dmin	Minimal optical density of DICOM Printer.
DNS	The Domain Name Service is used to resolve the TCP/IP address from a “user friendly host name”.
Hub	Distributor in a network using the star topology.
IM	Port address of image management to query/retrieve images on a MagicStore PACS
IP Address	32-bit address assigned to hosts using TCP/IP. An IP address belongs to one of four classes (A, B, C, D) and is written as 4 pairs separated with periods (decimal point format). The IP is part of the socket address. Here IP means Internet Protocol.
LDB	Local Database
MG	DICOM object Mammography.
Q/R	Query / Retrieve is a service class which provides the ability to retrieve/ transfer a well-identified set of images.
Port	Part of the socket address. Different DICOM services on the same host PC may use different port numbers.
Subnet mask	The subnet mask is used to extract network and sub network information from the IP address.
Router	A device that connects different networks. In a TCP/IP environment a router is used to connect computers that are located in different IP address ranges.
Service Class	A structured description of a service which is supported by cooperating DIOM Application Entities, e.g. Storage Service Class.
SCP	Service Class Provider, e.g. a Storage Service Class Provider provides the capability to receive DICOM images from a DICOM AET Storage SCU.
SCU	Service Class User, e.g. a DICOM Storage Service Class User can send an image to a DICOM Service Class Provider.
SMPTE	Society of Motion Picture and Television Engineers.
TCP	Transfer Control Protocol.
UI	User Interface.
USC	Uptime Service Center.

WINS	WINS provides a distributed database for registration and querying dynamic Net-BIOS names to IP addresses.

Executable files

In folder C:\MBCSCR the following modules/executables are to be found:

No.	Module Notation	Module Name	Module Description
1	Check Database	CheckODBC.exe	Used to test if SCR software has access to the SCR Database. This is for service and production purposes only.
2	Database Waiter	DatabaseWaiter.exe	Blocks other processes until the database process has been completed during the SCR startup.
3	Database Interface	DBInterface.exe	The Database Interface for the SQL Database. All modules that access database tables do this via the Database Interface. The only exception is the Backup functionality
4	Flex LM Wrapper	FlexLMWrapper.exe	Workaround for resource leak in FlexLM.
5	Floating Info Window	FloatingInfoWindow-Backend.dll	Implementation of Floating Info Window.
6	Import After Restore	ImportAfterRestore.exe	Updates the Database entries after a Restore (via the Administration module) is made. It is necessary to update the availability of DICOM images in the restored database with the currently present data on the system.
7	Language Selector	LanguageSelector.exe	Used to define the language of the software (service tool).
8	License Server	Licenser.exe	Checks the availability and correctness of the license entered in the Administration module and the availability of a hardware dongle.
9	Reviewing	Lightbox.exe	Main module of the SCR system for reviewing medical images.
10	OS Settings	OSSettingsMBC.exe	Makes several settings for the OS, e.g. in the registry.
11	Preparer Frontend	PreparerFrontend.exe	Calculates and stores images prepared for Reviewing. It also applies special preprocessing to images and calculates enhancements. It also generates the work lists for reviewing images.
12	Print Preparer	PrintPreparer.exe	Prepares the images to be printed on a DICOM Printer via DICOM SCU.
13	Read State Acceptor	ReadStateAcceptor.exe	Accepts read states and imports them into the database.
14	Read State Synchronizer	ReadStateSynchronizer.exe	Sends read states to be synchronized with other machines.

Tab. 1 Modules and functions

15	DICOM SCP	SCP.exe	The DICOM Service Class Provider. It is the “passive” part: it accepts DICOM images sent from other DICOM entities and stores them on hard disk and enters information via Database Interface into the SQL Database.
16	Administration	Scheduler.exe	Used for all administrative purposes that are necessary, e.g. Licensing, User Preference Selection, User Management, DICOM Settings. This module has a graphical user interface.
17	Login Module	SCR_Login.exe	Used to login and logoff users and to select the other two graphical user interfaces of Administration and Reviewing. It has a background image.
18	DICOM SCU	SCU.exe	The DICOM Service Class User. It is the 'active" part: it sends DICOM images to other DICOM entities. Currently only to DICOM Printer.
19	Database Interface	SQL_Database.exe	The Database Interface for the SQL Database. All modules that access database tables do this via the Database interface. The only exception is the Backup functionality.
20	Start Database	StartDatabase.exe	Enters the password into the database to enable the access to the encrypted database content. This module has to be started before the SCR software is able to access the SQL Database.
21	Installation	StartupProcedures.exe	Deletes files from Print Spool.
22	Watermark Controller	WatermarkController.exe	Controls the hard disk fill state.

Tab. 1 Modules and functions

Users and Passwords for SCR System

User name	Password	Rights
service	*Necessary passwords available via Siemens intranet*	DICOM settings for workstation and printer (access to SCR Service via the Patient Browser)
application		User setup and backup (access to SCR Administration via the Patient Browser)

Tab. 2 System Passwords

Users and Passwords for OS System

User name	Password	Rights
administrator	*Necessary passwords available via Siemens intranet*	operating system
meduser		to run SCR system

Tab. 3 User Passwords

Logging files

Application logging files

Logging file	Location
CaseCompletion.log	C:\syngo\Log\MBCLog
Database.log	C:\syngo\Log\MBCLog
DBUpgrader.log	C:\syngo\Log\MBCLog
DICOM_SCP.log	C:\syngo\Log\MBCLog
dicommediator.log	C:\syngo\Log\MBCLog
Errors_LightBox.log	C:\syngo\Log\MBCLog
ImagePreparer.log	C:\syngo\Log\MBCLog
ImportAfterRestore.log	C:\syngo\Log\MBCLog
IPC_*.log	C:\syngo\Log\MBCLog
Licenser.log	C:\syngo\Log\MBCLog
LightBox.log	C:\syngo\Log\MBCLog
LightBox_*.log	C:\syngo\Log\MBCLog
PreparerFrontend.log	C:\syngo\Log\MBCLog
PrintPreparer.log	C:\syngo\Log\MBCLog
ReadStateSynchronizer.log	C:\syngo\Log\MBCLog
Scheduler.log	C:\syngo\Log\MBCLog
SchedulerMain.log	C:\syngo\Log\MBCLog
scheduler_error.log	C:\syngo\Log\MBCLog
scp_merge.log	C:\syngo\Log\MBCLog
scu_merge.log	C:\syngo\Log\MBCLog
SCU_Print.log	C:\syngo\Log\MBCLog
SCR_Login.log	C:\syngo\Log\MBCLog
watchdog.log	C:\syngo\Log\MBCLog
Watermark.log	C:\syngo\Log\MBCLog

Tab. 4 Application logging files

Dynamic link libraries

DLL	Function	Location
Barco20005.dll	Accessing the graphics board	C:\MBCSCR\Internals\Modules\

Tab. 5 DLL-files functions and locations

Image folders

In folder F:\SCRDATA or G:\SCRDATA (with optional disk), the following folders are used for storing images.

Folder name	Function	Remark
DICOM	Holds DICOM images of reported cases.	Images will be deleted when the service user deletes the corresponding patient.
Images	Holds prepared images of reported cases.	Images will be deleted when the service user deletes the corresponding patient.
Miniatures	Holds thumbnails used in the MammoNavigator	Images will be deleted when the service user deletes the corresponding patient.
PrintSpool	Used for DICOM print.	A file in this folder will automatically be deleted after printing.
DICOMIMPORT	Used to reconstruct data during restore process of database.	
DICOM_SR	Used for DICOM structured reports	Structured reports will be deleted when the service user deletes the corresponding patient.
Exports		

Tab. 6 Image folders in F:\SCRDATA or G:\SCRDATA (with optional disk) .

NOTE **Only for R630 system with optional disk: the DICOM directory remains on F:\.**

Database instructions

For maintenance of the SQL database on the MBC side (setting up new database and Backup/Restore) following batch files are available in C:\MBCSCR\SQLScripts:

Batch file	Function	Remark
DropDatabase.bat	Clears old database	Password *BreastCare* must be entered
CreateDatabase.bat	Creates new database tables	
ImportEntitiesUserRi-ghts.bat	Inserts default users	
ImportDefaultPrinters.bat	Inserts default printers	
ImportDemoPatients.bat	Inserts demo patients	
Backup.bat	Makes a backup of current database (C:\faroer.dat will be overwritten!)	Password *BreastCare* must be entered
Restore.bat	Restores a backup stored in C:\faroer.dat	Password *BreastCare* must be entered
RestoreFromOld.bat	Like Restore.bat, creates also default user	
CreateDefaultUser.bat	Creates a default user	
ImportDrocPatients.bat	Inserts special service patients	
CheckDB.bat	Checks correctness of database	

Tab. 7 Batch files for database maintenance.

NOTE **These tools must only be used by the OS administrator.**

Log files generated during execution of batch files are stored in C:\MBCSCR\SQL-Scripts\Log.

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MammoBrowser

No or incorrect Report Printout

Possible cause	Solution
Report file not printed	Check if printer has a technical failure - Printer manufacturer service.
	Check printer driver (driver has to match type of printer).
	Check link between computer and printer. Possible malfunction of computer or printer.
	Check network.
Report file not available for the case	Check hard disk space

Report file is incomplete

Possible cause	Solution
Images in report are missing	Check hard disk space. Check rights of C:\MBCSCR\Reports directory, meduser shall have all rights.
Diagnostics data are not available	Check hard disk and SCSI driver.

Double reading does not take place

Possible cause	Solution
Case not marked for double reading	Check Case Selection tab in MammoBrowser column “read 2x” - select the patient, right mouse click and select the option “read 2x”.
Second reading session scheduled to an unavailable radiologist or first and second reading session are scheduled to the same radiologist.	Check Sessions tab in MammoBrowser for the assigned radiologist
	Currently the double reading flag cannot be set by ACQ. It has to be set manually on *syngo* MammoReport.

Reviewing module

Image(s) are not displayed

Possible cause	Solution
Images are not transferred	Check connection to and DICOM settings on ACQ (current images)
	Check connection to and DICOM settings on PACS (prior images)
	Check DICOM conformance statement of PACS (prior images)
Images are not processed	Check hard disk space and RAM
Images are not stored	Check hard disk space and RAM
Image resolutions are not stored	Possible ImagePreparer failure; check corresponding image file (subdirectory Images) sizes
	Check hard disk space and RAM
Images are not available	View images, e.g. via View Now. If message “Images are being prepared” appears, wait until images appear and message disappears. If message “Missing images” appears, resend images from DICOM entity.
Images are not loaded	Check hard disk space and RAM
	Check hardware (RAM, CPU, hard disk)
	Check graphics cards and drivers
Image is not visible	Check hardware (RAM, graphic boards)
	Linear, modality and VOI LUT are supported in Reviewing module. Use Window/Level to adjust LUT individually.

Image(s) are displayed incompletely

Possible cause	Solution
Incomplete image transfer	Check connection to and DICOM settings on *syngo* MammoReport (current images).
	Check connection to and DICOM settings on PACS (prior images)
Incomplete image in memory	Check hardware (RAM, hard disk)
Incomplete image in display	Check hardware (graphics board, monitor)
	Possible graphic driver failure - check version.
Not all resolutions are stored	Delete Patient from Patient Browser and resend that Patient to *syngo* MammoReport

Warning Message appears

Possible cause	Solution
Warning! Cannot load requested image	Reschedule that patient/use View Now or enter Unread/2nd Read Studies to enforce the check of prepared images.

Image(s) are incorrectly displayed

Possible cause	Solution
Incorrect image in display	Check hardware (RAM, hard disk) If desired, the erroneous image can be exported into a tiff file, and examined in other software. See section "Image folders" on Page 2 - 4.
Incorrect image in memory	Check hardware (RAM, hard disk)

Automatic Hanging of Images

Possible cause	Solution
Standard Images (MLO and CC)	For automatic hanging of standard images, DICOM MG service class is needed.
Other images	Advanced hanging has to be selected in User preferences.

Displaying CC or MLO fails

Possible cause	Solution
In DICOM MG images, tag “view code sequence” is missing	In the image info, check the entry “View position”.

Image(s) are incorrectly assigned within a case

Possible cause	Solution
Right/left images are interchanged	In image info, check the “laterality” tag. Also check he user preferences “On-Screen laterality positioning”.
CC/MLO images are interchanged	In image info, check the “view position” tag and the default image info displayed on the image. Also check the user preferences for “Overview Hanging”.
Standard and non-standard images are interchanged. Standard images are CC and MLO.	In image info, check the entry “View position”.
Current/prior images are interchanged.	Check user preferences for “Overview Hanging” and compare study times displayed on the images and in image info.
	To display CC or MLO in the image, DICOM MG images are needed, 'view code sequence' tag. In image info, check the entry 'View position'

Micro calcifications are not visible

Possible cause	Solution
Incorrect LUT	Check hardware (RAM, graphics board)
Only linear LUT is applied	Use Window/Level to adjust LUT values.

Report file is not printed or incorrectly printed

Possible cause	Solution
Report file not or incorrectly printed	Check printer driver.
Report file not printed	Check connection between computer and printer
	Check network
Report file not available for the case	Check hard disk space.
Images in report are missing	Check hard disk space. Check rights of C:\MBCSCR\Reports directory, meduser should have all rights.
Diagnostics data are not available	Check hard disk

DICOM data not or incorrectly printed on DICOM printer

Possible cause	Solution
Driver failure	Check network and printer driver.
DICOM printer failure	Check DICOM printer hardware
Network failure	Check network

Message “Missing Images” does not disappear

Possible cause	Solution
The connection with PACS is interrupted/ broken.	Check the connection to the PACS. Make sure the PACS is running and working properly. Try again a View Now / Scheduling of the patient
Images are transferred only to the *syngo* MammoReport, and not stored on PACS.	*syngo* MammoReport is not an image archive. If some images of a Patient are not available from the PACS. Make sure that all images are sent to a PACS in addition.
The *syngo* MammoReport database contains more images than retrieved / send from the PACS or AWS	Retrieve / send all available images from the PACS or AWS

CAD data missing though existent

Possible cause	Solution
Data sent to syngo instead of SCR	Check AET and port on sending DICOM node

Miscellaneous

Diagnostics are not available

Possible cause	Solution
Case not reviewed, because it was not scheduled	On the “Case selection” tab in MammoBrowser, check that the case is scheduled (column #S) or use View Now or enter “Unread/2nd read studies”.
Case not reviewed, because it was scheduled to a non-available radiologist	On the “Sessions” tab in MammoBrowser, check the following: if the session containing that case is still in the session list, it may be necessary to re-schedule the session to another radiologist or use View Now or enter “Unread/2nd read studies”
Diagnostics are not/incorrectly stored	Check hardware (hard disk)
	Check SCSI driver

Image transfer is slow

Possible cause	Solution
Under dimensioned network	Contact the network administrator and make him aware of the problem.

License invalidity

Possible cause	Solution
Dongle failure	Check that the dongle is connected to the parallel port. The license is associated with the dongle-ID.
	Check the license if necessary. Follow the steps below to check the license: 1. Connect the dongle to the parallel port. 2. Choose **Options>SCR Service** and enter the password. 3. Click on the **Licensing** tab to check the valid license number. 4. Check the license number. - If the license number corresponds with the correct license number AND the dongle is connected to the parallel port, the dongle has to be replaced (*see below*). - If no license number or if the incorrect license number is displayed AND the dongle is connected to the parallel port, continue with step 6. 5. In the **Feature** text field, type MBC-SCR-1. 6. In the **Generation** text field, type 3.0. 7. In the **License** text field, enter correct license number. 8. Click the **Check** button to validate the license.
	If the dongle is to be replaced, the spare part order must be coordinated with CS HSC 1. The defective dongle is to be returned to CS HSC 1 as a Q part. Call CS HSC 1 to get a temporary (valid for 4 weeks) dongle-free license. Validate the temporary license according to the procedure described above. A permanent license will be delivered with the replacement dongle.

FLEXlm-Licensing fails due to invalid registry settings

The following malfunction may occur directly after a new installation.

Preconditions

- two syngo machines have been configured to run ReadState synchronizing,
- one of the systems has been set up newly from OS installation.

ReadState synchronizing works fine from one machine to the other, but fails in the opposite direction.

The file **ReadStateAcceptor.log** reports:

“ReadStateSyncAcceptor:RequestReceived: no valid license -> ignoring incoming request”

Possible cause	Solution
The malfunction has been caused by some misbehavior of the FLEXlm module: Licenses are kept in the file “Licenses.dat”, **but** syngo handles two versions of this file: 1. “c:\syngo\config\licensing\licenses.dat” 2. “c:\MBCSCR\licenses.dat” During (re-)installation, the syngo-FLEXlm creates a new Registry Entry • “MyComputer\HKEY_LOCAL_MACHINE\SOFTWARE\FLEXlmLicenseManager” with a subkey • “FLEXlmLicenseServer” - value set to “c:\syngo\config\licensing\licenses.dat”. Obviously the LicenseServer caches the localization of the “Licenses.dat”. When the License Server retrieves information about valid MBC licenses, the LicenseServer checks the syngo licenses.dat for valid entries, but returns a negative response to the MBC licenser (as the “MBC-SYNC” entry cannot be found in the syngo licenses.dat). As a result, the corresponding MBC feature is disabled.	1. Shutdown and restart the syngo system, during boot up, hold the SHIFT key pressed to enter the system as System Administrator. 2. Get access to the Windows XP task bar, run RegEdit.exe to modify the registry settings. 3. Find the entry “MyComputer\HKEY_LOCAL_MACHINE\SOFTWARE\FLEXlmLicenseManager” and rename it to “MyComputer\HKEY_LOCAL_MACHINE\SOFTWARE\xyzFLEXlmLicenseManager”. 4. You should also rename the corresponding subkey "FLEXlmLicenseServer” as well to “xyzFLEXlmLicenseServer". 5. Shutdown the system and reboot (including syngo). 6. Enter syngo as Syngo Administrator, access the Windows XP taskbar, run RegEdit.exe again, identify the newly created entry “MyComputer\HKEY_LOCAL_MACHINE\SOFTWARE\FLEXlmLicenseManager”. 7. It should have a new subkey “borrowed”. 8. The system should work fine from now on.

The computer does not boot from hard disk

Possible cause	Solution
Incorrect BIOS settings	Enter BIOS and set correct boot sequence. See *syngo* MammoReport Installation and Start-up instructions, SPB7-250.814.30... .

Blinking LED (3rd LED from right)

Possible cause	Solution
If the system detects an error, e.g. memory error, keyboard not found etc.	Look into BIOS Advanced Event.log

Keyboard LEDs

It can occur that the three LEDs on the keyboard for Num Lock, Caps Lock and Scroll Lock do not react any more although the keys function as expected. This behavior can be very inconvenient.

Possible cause	Solution
If the Caps Lock key is pressed, the LED is not turned on due to this problem. • In this situation typing the password to login to the system does always fail, because the user does not recognize that Caps lock is turned on.	Press the Num Lock key to check if the LEDs are functioning before leaving the customer. If the problem is still present, please follow the instructions below. 1. Shutdown the computer. 2. Remove the keyboard plug, that is plugged in to the special keypad. 3. Replug the keyboard plug into the special keypad. 4. Turn on the computer. 5. Press the Num lock key to check that the LEDs are functioning.

The computer does not start

Possible cause	Solution
Power failure	Check power supply.
	Unplug the mains cable from the wall socket. Re-connect the main cable and power-on the computer.

The *syngo* MammoReport software does not behave properly

Possible cause	Solution
Software is not running	Check harddisk space and RAM
No Login as user "service" possible	Restart the computer
Software malfunction	1. If possible, check all settings in the software according to *syngo* MammoReport Installation and Start-up instructions, SPB7-250.814.30... 2. Reinstall the software via the two recovery CDs, see *syngo* MammoReport Installation and Start-up instructions, SPB7-250.814.30... 3. Coordinate the replacement of workstation with HSC.

⚠WARNING **When reinstalling the software, all report data will be lost.**

Sent Images are available in syngo PatientBrowser but not routed to SCR

Possible cause	Solution
A Restore of syngo package "Security Settings" and Restart System have been performed	Check the log file from log file SCR_Router: - log in as syngo administrator - open Start - syngo - Toolbox - ComponentViewer - search downwards for SCRRouter_BE_Container - right mouse click on SCRRouter_BE_Container - select view log file(s)... open log file - search for "*** CRITICAL ERROR *** - could not switch to BACKGROUNDUSER" If it is mentioned in the log file, perfom the following steps: - log in as syngo administrator - open syngo Security Configuration - check that MBC_BACKGROUNDUSER is available - check that MBC_BACKGROUNDUSER has Groups DICOM_GROUP and Roles DICOM_GROUP - reenter the password for MBC_BACKGROUNDUSER and confirm - restart the system and check that the system is working fine

High resolution monitor

Monitor displays no image

Possible cause	Solution
Power failure	Check cables.
Monitor failure	Check cables. Replace monitor. The new monitor has to be calibrated. Information about how to calibrate monitors, see Calibration of Monitors (for R610), SPB7-250.820.30... Calibration of Monitors (for R630), SPB7-250.820.31...

Information messages

DICOM Tab (SCR-Service)

Tab. 1 below shows all information messages for user group *Service* that can occur during operation of the *syngo* MammoReport workstation.

Information message	Possible cause and action to take
Address range between 0- 255.	Message appears in the DICOM Setup dialog if the user has entered an IP address outside the address range.
All fields must contain data.	Message appears in the DICOM Setup dialog if the user has not entered all fields.
At least one SCR-System must be registered.	Message appears in the DICOM Setup dialog if the user wants to delete the only registered entity type SCR-System from the list.
Do you want to delete this DICOM entity?	Message appears in the DICOM Setup dialog if the user wants to delete a selected DICOM entity from the list. Click OK to delete entity.
Do you want to delete this DICOM printer?	Message appears in the DICOM Setup dialog if the user wants to delete a selected DICOM printer from the list. Click OK to delete entity
Echo successful.	Message appears in the DICOM Setup dialog if the user selects a DICOM entity, clicks the Echo button, and echo is successful.
Please select a medium size first.	Message appears in the DICOM Printer dialog when no medium size is specified. Specify medium size and try again
Port range between 1- 65535.	Message appears in the DICOM Setup dialog if the user has filled in a port number outside the port range.
Printer must have at least one printer type.	Message appears in the DICOM Printer dialog when no printer type is specified. Specify printer type.
The selected printer type is in use and cannot be deleted.	Message appears in the DICOM Printer dialog when printer type is attempted to be deleted while still being in use. Wait until printer is not in use anymore and try again.

Tab. 1 Information messages

Error messages

Tab. 2 shows error messages for user group *Service* that can occur during operation of the *syngo* MammoReport workstation.

Error message	Possible cause and action to take
Cannot open association to XXX...	Error Message appears in the DICOM Setup dialog if the user “Service” clicks the Echo button, but Echo was not successful.
Feature invalid.	Error Message appears in the Licensing Window if the Check button is clicked, but a non valid feature is entered. Enter the correct feature and click the Check button again.
Generation invalid. Must be a floating point number, with no letter (e. g. 1.0).	Error Message appears in the Licensing Window if the Check button is clicked, but a non-valid generation number is filled in. Fill in the correct generation and click the Check button again.
License invalid.	Error Message appears in the Licensing Window if the Check button is clicked, but a non valid license number is filled in. Fill in the correct license number and click the Check button again.
Request failed. Check entity parameters	Error Message appears in the DICOM Setup dialog if the user “Service” clicks the Echo button, but Echo was not successful.
The given data does not belong to a valid license on this SCR workstation. The license module returned the following error code and the message...	Error Message appears in the Licensing Window when the licenser module encounters an error which is specified in the message.

Tab. 2 Error messages

Startup messages

The error messages listed in Tab. 3 are of confirmational/informational kind. Once the user clicks the **OK** or **YES** button, the dialog box disappears and **WatchDog** takes action (e. g. stops and starts processes).

Box label / Message	Source of error
Internal ERROR! / Internal ERROR! + error message. Please contact service.	Print error
EXCEPTION! / WARNING! + error message.	Print error
SCP:Initialize of IPCManager failed!!!	SCP.exe
SCP-Initializer: Initialization failed! (No reply)	SCP.exe
SCP-Initializer: Initialization failed!	SCP.exe
SCU:Initialize of IPCManager failed!!!	SCU.exe
SCU-Initializer: Initialization failed! (No reply)	SCU.exe
SCU-Initializer: Initialization failed!	SCU.exe

Tab. 3 Error messages on startup

Errors may occur while starting the SCR software when a database has been restored or a new database has been set up before (with CreateDatabase.bat or Restore.bat). The database errors are displayed in the window that shows the upgrade steps and may have various reasons. They are listed in Tab. 4. More information may be found in the corresponding DBUpgrader.log (to be found in C:\syngo\Log\MBCLog).

Error message
Database conversion failed
Database version upgrade failed.
Database conversion preparation failed for upgrade step.
No conversion object found for database version.
Current database version is newer than software.
Illegal database version.
Database conversion preparation failed.

Tab. 4 Database error messages on startup

Error messages using database tools

The error messages listed in Tab. 5 may occur when using the database tools from C:\MBCSRC\SQLScripts. The messages are displayed while executing the corresponding batch file from the windows console and can be found in the corresponding log file in the .\log directory. Note that these tools mustl only be used by an OS administrator.

Error message	Possible cause and action to take
Cannot drop the database 'faroer' because it is currently in use. *(DropDatabase.bat)*	The MSDE Manager might be open. Close all instances that access your database and restart DropDatabase.bat.
Login failed for user 'sa'. *(DropDatabase.bat)*	You have entered the wrong password. Restart DropDatabase.bat.
Database 'faroer' already exists. *(CreateDatabase.bat)*	The tables were already created. Setup new database.
Violation of PRIMARY KEY constraint '...'. Cannot insert duplicate key in object 'usergroup'. The statement has been terminated. *(ImportEntitiesUserRights.bat, ImportDemoPatients.bat or UpdateMediumTypePrinter.bat)*	The data were already in the database, e.g. the script was run twice - or all other steps were not performed correctly. Set up new database
Cannot open backup device 'FaroerDump'. Device error or device off-line. See the SQL Server error log for more details.*(Backup.bat)*	Make sure that no connection to database is open, e.g. close the MSDE Manager and rerun the batch.
The file on device 'FaroerDump' is not a valid Microsoft Tape Format backup set.	Backup file is invalid.

Tab. 5 Error messages using database tools

Risks that are related to syngo are described in the table below.

Risk	Description
Archiving & Networking Causes assertion during export to offline in a special configuration	This nonconformity occurs only if an offline path is configured for a write-protected drive in the service software.
Security Missing entries in Audit Trail log	Contrary to the specification the following actions are not reported to audit trail log: -Change of time or NTP Time Server -Changing host of an AET node -Changing a DICOM Service of an AET Node -Changing the settings of Print Devices -Changing Offline Devices -Changing Directories -Changing configuration of Audit Trail options
Filming and Hardcopy Garbage in the exchange board if job is exposed to a stopped camera.	Exposing filmsheets to a camera, that is in status "Not ready" might lead to significant garbage on the Exchange Board. If the exchange board is full, the user will be notified during "copy to filmsheet" actions. The garbage can only be removed by the service technician.
Service Modification of existing hardcopy device is not possible - Save Button doesn't appears	It is not possible to modify an existing hardcopy device in Step 3 of Local Service. The Save Button doesn't appear. Workaround: Remove hardcopy device from the list of configured devices and re-configure.
Wrong Usage of syngo Platform	syngo must always run in a validated environment. Operating system maintenance and security updates, modules and programs, which are not released mustl not be loaded and used without the written authorization by SW or prior validation by you. syngo shall only be used in secure and load adapted network environments as your data security procedure spell out. Using syngo directly on a public network without firewalls or other means of separation may result in behavior not expected by the customer.

Tab. 1 Information messages

Change of camera configuration files	The syngo delivery provides a set of camera configuration files defined and released by the business units CO of Siemens Medical Solutions. Modification/Updates for qualified cameras can be performed by technical service at the location. He/she should be aware about his/her responsibility and about possible consequences.

Tab. 1 Information messages

Changes to previous version 6 - 1

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		initial version

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